

# **Gearing Up For Your Transitions**

## **Prevention and Behavioral Health Services**

This information came directly from the **DPBHS** website.

- Child and Family Handbook English
- Child and Family Handbook Spanish

## Who we are?

The Division of Prevention and Behavioral Health Services (DPBHS) is part of the Delaware Department of Services for Children, Youth and Their Families. DPBHS provides a statewide continuum of prevention services, early intervention services, and mental health and substance abuse (behavioral health) treatment programs for children and youth. These services have graduated levels of intensity and restrictiveness that are child-centered and family focused.

DPBHS' prevention and early intervention services focus on promoting safe and healthy children, nurturing families and strong communities through community and school-based initiatives. DPBHS' treatment services are accredited under the Business and Services Management Standards of the Commission on Accreditation of Rehabilitation Facilities (CARF). In addition, the contracted and/or state operated treatment providers within the DPBHS network are licensed where appropriate and most are accredited under one of the nationally recognized accrediting agencies such as CARF, JCAHO, COA or CHAP.

*Mission* - To develop and support a family-driven, youth-guided, trauma-informed prevention and behavioral health system of care.

Vision - Resilient Children and Families Living in Supportive Communities

#### Who we serve?

The Division provides voluntary behavioral health services to children up to the age of 18 and their families who:

- Could benefit from programming and services that promote health and well-being
- Do not have insurance to cover behavioral health services
- Have Medicaid and who require more than the basic Medicaid 30-hour annual outpatient benefit available through the Diamond State Health Care Plan.

## **DPBHS Eligibility Policy**

#### How to obtain services

There are three "gates" to services provided by DPBHS:

Routine outpatient services

- Crisis services
- Central Intake

Contact information for all of these entry-points can be found on the DPBHS Brochure English version or Spanish version .

Mailing Address: 1825 Faulkland Road, Wilmington, DE 19805

Telephone: 1-800-722-7710

E-mail: DSCYF\_Intake\_General@state.de.us

## **Organizational Structure**

To develop, maintain and support a system of high quality, accessible services, and to assure that children and families are served within a coordinated system of care, the Division is organized into the following components:

Administration - Administrators manage budget and strategic planning processes, publish policies, procedures and standards, develop and maintain services, and assure service accountability. Administrative functions also include data, information and business management, quality improvement, monitoring, credentialing, training and public relations.

Prevention Services – These services are directed towards promoting health and wellness, as well as to prevent children, families and their communities from engaging in risky behaviors. We work with children, youth, families, communities, schools and more to prevent:

- child abuse and neglect
- dependency
- juvenile delinquency
- truancy
- mental health disorders
- tobacco, drug and alcohol abuse
- domestic violence
- and other risky behaviors

The Prevention Resource Center (PRC) holds a collection of psycho-educational materials includes books, research and science-based curriculums, videos and DVDs that are available for loan. In addition, the Resource Center distributes informational brochures and pamphlets to the public that focus on substance abuse, violence, child abuse and neglect prevention as well as other related issues, such as, mental health and juvenile justice issues. Orders can be placed by fax, e-mail, online catalog or phone. Email: Christopher.Miller@state.de.us | Phone: (302) 302-892-6440.

If using the online resource order form, please fill out the information as instructed.

## K-5 Early Intervention Program

The K-5 Early Intervention Program is a voluntary program managed in partnership with the Department of Education and participating local school districts. The program employs Family Crisis Therapists statewide to work with children and families identified as "at-risk". Family Crisis Therapists assigned to designated elementary schools provide a range of interventions designed to remove barriers to academic and social success. The program focuses on providing a "System of Care" by enhancing collaboration among state agencies and communities to meet the needs of children and their families. The K-5 Early Intervention Program expanded from serving nine schools in 1996-97 to its current fifty-one (51) elementary schools in thirteen school districts and 3 charter schools statewide.

To contact specific points of contact by school district, please refer to the following list of contacts at: http://kids.delaware.gov/pbhs/pbh\_opei\_who.xls

**Intake and Assessment** - This unit receives referrals for services beyond the routine outpatient level of care. It processes requests for service, and passes the referrals to Clinical Services Management for more intensive follow-up.

I & A Referral Packet - English

Required Referral Information Checklist - English Issues to consider in order to save time from having to call us back and/or re-fax us information and to complete the intake process in a timely manner.

I & A Referral Packet - in Espanol

Hints for making a referral - in Espanol

Llene por favor esta formulamo completamente como le es posible y llame si usted necesita ayuda 302.633.2571

Clinical Services Management - DPBHS is part of the Diamond State Health Care Plan. With the exception of the 30-unit annual benefit for routine outpatient services, the Division acts as the managed care organization (MCO) for all children's behavioral health services provided under Medicaid in Delaware.

Care Assurance/Managed Care – As part of the Medicaid managed care system, DPBHS clinical services management teams, each headed by a licensed behavioral health practitioner, work with families and service providers to refer clients to the appropriate level of care. Teams authorize services, review progress in treatment and assure continuity of care. Care assurance differs from a standard managed care process in that teams take an active role in other aspects of case management. They work with all the agencies involved with youth and their families such as schools, protective services, youth rehabilitation services, treatment providers, etc. to assure that there is a unified service plan. When a case is first opened under a clinical services management team, a team member meets with the family to provide information about how they will work with them.